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cchealth.org

**jMental Health Commission
Quality of Care Committee Meeting
Thursday, November 16, 2023, 3:30-5:00 pm**

This Meeting will be held in person and via Zoom 'Hybrid'

VIA: Zoom Teleconference: <https://zoom.us/j/5437776481>

Meeting number: 543 777 6481 | Join by phone: 1 669 900 6833 US | Access code: 543 777 6481

In Person: 1340 Arnold Drive, Suite 126, Martinez, CA 94553

AGENDA

- I. Call to order/Introductions**
- II. Public comments**
In accordance with the **Brown Act**, if a member of the public addresses an item not on the agenda, no response, discussion, or action on the item will occur, except for the purpose of clarification.
- III. Commissioner comments**
- IV. Chair comments**
- V. APPROVE minutes from October 19th, 2023, Quality of Care meeting**
- VI. DISCUSS EQRO report with a focus on 1) evaluating plans for improvement; and 2) understanding what improvements were made during 2021 to 2022. Develop list of questions for Behavioral Health Services (BHS)**
- VII. UPDATE on Vicente High School Site Visit on October 27, 2023**
- VIII. DISCUSS Student Behavioral Health Incentive Program (SBHIP) June 2023 biannual update reports from SBHIP participating Contra Costa school districts and identify questions**
- IX. Adjourn**

ATTACHMENTS:

- A. EQRO Report link: [CAEQRO-Report-2022-2023.pdf \(cchealth.org\)](#)**
- B. SBHIP Bi-Quarterly Report for IT Enhancement, June 2023**
- C. SBHIP Bi-Quarterly Report for Substance Use Disorder (SUD), June 2023**
- D. SBHIP Bi-Quarterly Report for Culturally Appropriate and Targeted Populations, June 2023**
- E. SBHIP Bi-Quarterly Report for Behavioral Health Wellness, June 2023**
- F. SBHIP Bi-Quarterly Report for Care Team, June 2023**

Any disclosable public records related to an open session item on a regular meeting agenda and distributed by the Executive Assistant to a majority of the members of the Mental Health Commission less than 96 hours prior to that meeting are available for public inspection at 1340 Arnold Drive, Suite 200, Martinez, CA 94553, during normal business hours. The Contra Costa County Mental Health Commission is appointed by the Board of Supervisors to advise them on all matters related to the county's mental health system, in accordance with mandates set forth in the California State Welfare & Institutions Code, Sections 5604 (a)(1)-5605.5. Any comments or recommendations made by the Mental Health Commission or its individual members do not represent the official position of the county or any of its officers. The Commission is pleased to make special accommodations, if needed, please call ahead at (925) 313-9553 to arrange.





Contra Costa Mental Health Commission

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Mental Health Commission (MHC) Public Meeting Protocol Information

CONDUCT AGREEMENT

The input of all participants in the meeting is highly valued. In order for all voices to be expressed in a productive, safe and respectful environment, the following set of self-governance guides are asked of all participants:

- 1. We are committed to honoring people's time. Please help us by being on time, asking questions, speaking to the topic at hand, and allowing for others to speak.**
- 2. Please keep yourself on mute unless you are speaking. **(see email, keep on mute)***
- 3. Wait to be recognized, before commenting and keep your comments direct and brief.**
- 4. It is okay to disagree, as different perspectives are welcomed and encouraged. Please be polite and respectful and allow others to voice their views as well.**
- 5. Please refrain from criticizing a specific person or viewpoint in a negative manner during the meeting. Outside of the meeting, you may connect with MHC Commissioners and staff for assistance in having your concerns heard and addressed through the appropriate channels.**
- 6. Avoid providing any distractions, such as side bar conversations.**
- 7. An individual may be asked to leave should they behave in a manner that threatens the safety of any participant or does not honor the terms of these guidelines.**





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FY 2022-23 MEDI-CAL SPECIALTY BEHAVIORAL HEALTH EXTERNAL QUALITY REVIEW

CONTRA COSTA FINAL REPORT

MHP

DMC-ODS

Prepared for:

**California Department of
Health Care Services (DHCS)**

Review Dates:

January 18-19, 2023

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EXECUTIVE SUMMARY

Highlights from the Fiscal Year (FY) 2022-23 Mental Health Plan (MHP) External Quality Review (EQR) are included in this summary to provide the reader with a brief reference, while detailed findings are identified throughout the following report. In this report, “Contra Costa” may be used to identify the Contra Costa County MHP, unless otherwise indicated.

MHP INFORMATION

Review Type — Virtual

Date of Review — January 18-19, 2023

MHP Size — Large

MHP Region — Bay Area

SUMMARY OF FINDINGS

The California External Quality Review Organization (CalEQRO) evaluated the MHP on the degree to which it addressed FY 2021-22 EQR recommendations for improvement; four categories of Key Components that impact beneficiary outcomes; activity regarding Performance Improvement Projects (PIPs); and beneficiary feedback obtained through focus groups. Summary findings include:

Table A: Summary of Response to Recommendations

# of FY 2021-22 EQR Recommendations	# Fully Addressed	# Partially Addressed	# Not Addressed
6	5	1	0

Table B: Summary of Key Components

Summary of Key Components	Number of Items Rated	# Met	# Partial	# Not Met
Access to Care	4	3	1	0
Timeliness of Care	6	5	1	0
Quality of Care	10	4	6	0
Information Systems (IS)	6	4	2	0
TOTAL	26	16	10	0

Table C: Summary of PIP Submissions

Title	Type	Start Date	Phase	Confidence Validation Rating
Follow-Up After Emergency Department (ED) Visit for Mental Illness (FUM)	Clinical	09/2022	Planning and Implementation	Moderate
Gain-framed Provider Reminder Calls to Reduce No Shows to Initial Assessment Appointments	Non-Clinical	11/2021	Second Remeasurement	Moderate

Table D: Summary of Consumer/Family Focus Groups

Focus Group #	Focus Group Type	# of Participants
1	<input checked="" type="checkbox"/> Adults <input type="checkbox"/> Transition Aged Youth (TAY) <input type="checkbox"/> Family Members <input type="checkbox"/> Other	13
2	<input type="checkbox"/> Adults <input type="checkbox"/> Transition Aged Youth (TAY) <input checked="" type="checkbox"/> Family Members <input type="checkbox"/> Other	9

SUMMARY OF STRENGTHS, OPPORTUNITIES, AND RECOMMENDATIONS

The MHP demonstrated significant strengths in the following areas:

- The Anyone, Anywhere, Anytime (A3) reconfiguration of crisis services shows the promise of having services available at all times.
- Despite vacant positions, the Quality Improvement (QI) program is creative in its focus on quality and service improvements.
- The MHP’s method of analyzing Information Technology (IT), ensures projects are implemented efficiently and economically and are able to produce desired outcomes.
- Telehealth delivery is robust across both county and contract provider programs.
- The Access virtual assessment pilot shows the promise of accomplishing rapid intakes and assessments and reducing assessment no-shows.

The MHP was found to have notable opportunities for improvement in the following areas:

- The MHP continues to be impacted by capacity issues related to recruitment and retention challenges.
- The communication of California Advancing and Innovating Medi-Cal (CalAIM) changes to providers and others in utilization management need to be more comprehensive and consistent.

- The MHP does not yet have a comprehensive, ongoing Senate Bill (SB) 1291 monitoring process for contract providers.
- Claims denial rates are higher than statewide and may result in lost revenue.
- Community-based organizations (CBOs) must perform double data-entry, increasing the chances of errors.

Recommendations for improvement based upon this review include:

- Implement recruitment and retention strategies identified through staff input.
- Develop a clinical and utilization review documentation manual which incorporates recent DHCS findings.
- Develop a comprehensive SB 1291 medication monitoring process for both directly-operated and contract providers.
- Expand use of batch files or direct entry into MHP EHR for CBOs.
- Investigate claim denial reasons and develop a plan to reduce denials and recover lost revenue.

For full report, please go to the EQRO Report link:

<https://cchealth.org/mentalhealth/pdf/CAEQRO-Report-2022-2023.pdf>

INTRODUCTION

BASIS OF THE EXTERNAL QUALITY REVIEW

The United States Department of Health and Human Services Centers for Medicare and Medicaid Services (CMS) requires an annual, independent external evaluation of State Medicaid Managed Care Organizations (MCOs) by an External Quality Review Organization (EQRO). The EQRO conducts an EQR that is an analysis and evaluation of aggregate information on access, timeliness, and quality of health care services furnished by Prepaid Inpatient Health Plans (PIHPs) and their contractors to recipients of State Medicaid (Medi-Cal in California) Managed Care Services. The Code of Federal Regulations (CFR) specifies the EQR requirements (42 CFR § 438, subpart E), and CMS develops protocols to guide the annual EQR process; the most recent protocol was updated in October 2019.

The State of California Department of Health Care Services (DHCS) contracts with 56 county MHPs, comprised of 58 counties, to provide specialty mental health services (SMHS) to Medi-Cal beneficiaries under the provisions of Title XIX of the federal Social Security Act. As PIHPs, the CMS rules apply to each Medi-Cal MHP. DHCS contracts with Behavioral Health Concepts, Inc. (BHC), the CalEQRO to review and evaluate the care provided to the Medi-Cal beneficiaries.

DHCS requires the CalEQRO to evaluate MHPs on the following: delivery of SMHS in a culturally competent manner, coordination of care with other healthcare providers, beneficiary satisfaction, and services provided to Medi-Cal eligible minor and non-minor dependents in foster care (FC) as per California SB 1291 (Section 14717.5 of the California Welfare and Institutions Code [WIC]). CalEQRO also considers the State of California requirements pertaining to Network Adequacy (NA) as set forth in California Assembly Bill 205 (WIC Section 14197.05).

This report presents the FY 2022-23 findings of the EQR for Contra Costa County MHP by BHC, conducted as virtual review on January 18-19, 2023.

REVIEW METHODOLOGY

CalEQRO's review emphasizes the MHP's use of data to promote quality and improve performance. Review teams are comprised of staff who have subject matter expertise in the public mental health (MH) system, including former directors, IS administrators, and individuals with lived experience as consumers or family members served by SMHS systems of care. Collectively, the review teams utilize qualitative and quantitative techniques to analyze data, review MHP-submitted documentation, and conduct interviews with key county staff, contracted providers, advisory groups, beneficiaries, family members, and other stakeholders. At the conclusion of the EQR process, CalEQRO produces a technical report that synthesizes information, draws upon prior year's findings, and identifies system-level strengths, opportunities for improvement, and recommendations to improve quality.



June 2023

1. ***Describe, clearly and in detail, for each selected LEA, the progress made towards implementing the selected intervention during this bi-quarterly segment. Provide documentation evidencing the level of progress reported.***

The IT Enhancement project plan is currently in the planning phase and will be implemented at all four participating LEAs (Antioch Unified School District, John Swett Unified School District, Pittsburg Unified School District, and West Contra Costa Unified School District) in addition to Contra Costa County Office of Education (CCCOE). As per the project plan, the following project tasks have been completed by all four participating LEAs and the CCCOE:

a. **Initial stakeholder planning meeting with MCP.**

Prior to receiving DHCS' approval for this project plan and the four additional project plans submitted, Contra Costa Health Plan (CCHP) moved ahead with planning on the assumption of approval and conducted a stakeholder planning meeting on February 1, 2023, where the expectations, performance metrics, and next steps of each project plan was discussed. Official approval from DHCS was received on March 14, 2023, and CCHP notified all stakeholders via email on March 16, 2023, with next steps and reminders around expectations. See attached, [SBHIP Approval Email to Stakeholders](#). CCHP plans to meet with each individual SBHIP LEA lead monthly once the implementation of these projects gets off the ground.

b. **Arrange IT planning meetings with each individual LEA and COE.**

After the initial stakeholder planning meeting, individual meetings were scheduled and conducted with each participating LEA including Contra Costa COE. This was arranged by the IT Enhancement Project lead who discussed the BH closed loop referral processes, provided communication around data collection and bi-quarterly reporting requirements, baseline metrics, and discussed the onboarding plan to ensure each participating LEA and the COE is set up appropriately with the Electronic Health Record system for the 2023/24 school year. These meetings were held as follows:

1. Antioch Unified School District (AUSD) stakeholders, Scott Bergerhouse and Jennifer Lynn-Whaley, met on March 30, 2023
2. Pittsburg Unified School District (PUSD) stakeholder, Tracey Catalde, met on March 21, 2023
3. John Swett Unified School District (JSUSD) stakeholder, Charles Miller, met on May 3, 2023
4. West Contra Costa Unified School District (WCCUSD) stakeholders, LaShante Smith and Martine Blake, met on May 15, 2023
5. CCCOE stakeholder, Nick Berger along with IT Director David Sanderson, met on March 24, 2023

c. **Electronic Health Record (EHR) Demo**

For each participating district and the CCCOE, a demo meeting was scheduled during the initial individual IT planning meetings to provide the SBHIP stakeholders and district leads with a demo of the EHR system, Student Health Network (SHN). SHN will provide each district and the CCCOE with the technical infrastructure necessary to build capacity and ensure students are receiving their intended behavioral health services, so no student falls



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through the cracks. SHN will also provide the districts with the opportunity to track and monitor referrals and services, collecting the data required for SBHIP reporting purposes. The following meetings were conducted or arranged:

- i. The demo for West Contra Costa Unified School District (WCCUSD) was hosted on June 9, 2023. A total of five Student Services Team staff, including the SBHIP stakeholder lead, LaShante Smith were able to review SHN's functionality and ask questions. The next steps are to obtain onboarding information and arrange training in early August before the beginning of school fiscal year 2023/34.
- ii. The demo for Pittsburg Unified School District (PUSD) was hosted on June 13, 2023 with the SBHIP stakeholder lead, Tracy Catalde. Tracy was able to review the functionality and ask questions around the user flow for his administrators and provider groups. The next steps are to obtain onboarding information and for Tracy to confirm the best dates for provider training before the start of the 2023/24 school year.
- iii. The demo for Contra Costa County Office of Education (CCCOE) was hosted on June 14, 2023 where the SBHIP stakeholder lead, in addition to five CCCOE staff reviewed SHN's functionality to meet their needs. The next steps are to obtain onboarding information and determine a date for training.
- iv. The demo for AUSD is scheduled for June 20 at which time, the SBHIP stakeholder leads will be able to review and ask questions regarding the EHR and it's use. The next steps thereafter will be to obtain onboarding information and arrange a date for training.
- v. John Swett is further along in the implementation process and has already submitted their onboarding documentation. The next step is to determine a date for training in early August.

Not only were the internal and external stakeholders able to see SHN functionality, they were also able to align the functionality to the closed loop referral process workflow, that will support their Behavioral Health Services and build program capacity. See presentation slides attached, [Contra Costa SHN Demo PPT](#).

d. Data collection requirements and baseline measures.

During the individual IT planning meetings for each district and COE as per 1b., the data collection requirements and baseline measures were reviewed and discussed, and the project lead identified a plan to follow up on the performance measures in accordance with the bi-quarterly reporting due dates and expectations of the MCPs.

The following performance metrics are applicable to all four participating LEAs and Contra Costa COE and are as follows:

1. **Number of students receiving school based BH services.** The baseline measure for all four participating LEAs as well as CCCOE is being determined by each stakeholder. This has been difficult for each LEA to gather, as there



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has not been a consistent method of capturing this data at each school site, however it is currently in progress.

2. **Number of school-based BH interventions.** The baseline for this measure for all four participating LEAs is being determined as there has been no consistent method of capturing this data at each school site for each participating LEA.

e. Establish the closed loop referral process.

Since this project requires each district and COE to have a referral process in place to ensure adoption, the work to establish both the internal and external processes have been completed and the closed loop referral processes have been sent to each district and COE for review. See a few of the referral processes attached, [JSUSD Closed Loop Referral Process](#), [PUSD Closed Loop Referral Process](#), and [WCCUSD Closed Loop Referral Process](#).

f. Implementation/milestone timeline.

An implementation/milestone timeline has been created for the planning phase of this project. Each district and COE have been provided with onboarding requirements, and the next step is to follow up on training dates for each district to begin creating a training plan.

g. Draft SBHIP partner MOU

During the initial stakeholder planning meeting on February 1, 2023, CCHP confirmed that they would begin drafting the MOUs for each participating LEA including Contra Costa County Office of Education (CCCOE). In the interim however, as the development of an MOU is an iterative and lengthy process for CCHP, CCHP advised that a Letter of Agreement (LOA) would also be drafted to allow LEAs the opportunity to seek board approval for their SBHIP projects more immediately. CCHP completed and released these LOAs to each participating LEA on June 2, 2023, and on June 5, 2023 for Contra Costa COE. The next step is for the LOAs to be signed by the SBHIP stakeholder at each participating LEA and returned to Contra Costa Health Plan.

2. **Identify the current status of the SBHIP targeted intervention:**

On Track for all participating LEAs and CCCOE

3. **If the project is Not On Track, has SBHIP Technical Assistance been contacted?**

N/A

4. **If the SBHIP targeted intervention is not on track, explain, clearly and in detail, why and identify what actions will be taken to remedy the current course. If the project is on track, write N/A.**

N/A



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5. ***Have there been any changes in the SBHIP partners based on the Project Plan submission? If changes have been made, describe clearly and in detail, why.***

Yes, there has been one change to the SBHIP partners since the project plan submission. The change that has been made is the addition of Contra Costa COE to this targeted intervention plan. Contra Costa COE will now be a recipient of the Student Health Network EHR system. This change occurred as Contra Costa COE identified similar needs in a data collection system to capture and track all BH services provided to general education students. Currently, the COE does not have a streamlined way to capture BH referrals and service data.

This will have a minor impact on the project scope because Contra Costa COE does have a very small student population and therefore, the cost to implement this project will be minimal. CCCOE will be included in the Bi-Quarterly reporting deliverables and performance metrics will be included in the outcome report specific to CCCOE. Those additional performance metrics for CCCOE regarding this project will be as stated above in 1c. and are as follows:

1. **The number of students receiving school-based BH services.**
The COE is currently working on determining the baseline for this performance metric.
2. **The number of school-based BH services provided by CCCOE.** The baseline will be zero for this performance metric as the COE does not currently keep track of this data consistently.

Furthermore, CCCOE will now be included in the implementation plan, and tasks have been created to include CCCOE in the implementation process such as creating a training plan and obtaining bi-quarterly reporting metrics for the COE.

6. ***Have there been any changes to the student population initially identified as recipients of the selected intervention? If changes have been made, describe clearly and in detail, why.***

No, there have been no changes to the student population initially identified as recipients.

7. ***Please identify, clearly and in detail, any current internal SBHIP challenge experienced in connection with this project at this point.***

There have not been any internal SBHIP challenges experienced by any of the participating LEAs or CCCOE in connection with this project.

8. ***Please identify, clearly and in detail, any current external SBHIP challenges experienced in connection with this project at this point.***

The only external SBHIP challenge experienced is that the SBHIP timeline does not align with the school calendar year. Therefore, many of the projects that were anticipated to be implemented during the second half of school fiscal year 2022/23, such as this project, will now be implemented for the start of school fiscal year 2023/24, decreasing the amount of time that the districts and their providers have to utilize SHN to capture BH data and build service capacity.



June 2023

1. ***Describe, clearly and in detail, for each selected LEA, the progress made towards implementing the selected intervention during this bi-quarterly segment. Provide documentation evidencing the level of progress reported.***

The Substance Use Disorder (SUD) project plan is currently in the planning phase and will be implemented at West Contra Costa Unified School District (WCCUSD). As per the project plan, the following project tasks have been initiated or completed:

- a. **Initial stakeholder planning meeting with MCP.**

Prior to receiving DHCS' approval for this project plan and the four additional project plans submitted, Contra Costa Health Plan (CCHP) moved ahead with planning on the assumption of approval and conducted a stakeholder planning meeting on February 1, 2023, where the expectations, performance metrics, and next steps of each project plan was discussed. Official approval from DHCS was received on March 14, 2023, and CCHP notified all stakeholders via email on March 16, 2023, with next steps and reminders around expectations. See attached, [SBHIP Approval Email to Stakeholders](#). CCHP plans to meet with WCCUSD's SBHIP lead monthly once the implementation of these projects gets off the ground.

- b. **Arrange individual LEA planning meeting.**

After the initial stakeholder planning meeting, an individual meeting was scheduled and conducted with WCCUSD stakeholders, LaShante Smith and Martine Blake on May 15, 2023. The planning meeting was an opportunity to provide the stakeholders with information on the BH closed loop referral processes, baseline metrics required for this project and all other projects WCCUSD will be implementing. Additionally, the SBHIP expectations and requirements around data collection for the bi-quarterly reports and outcome report were discussed.

- c. **Data collection requirements, baseline measures, and communication plan.**

During the individual planning meeting on May 15, 2023, the data collection requirements and baseline measures were reviewed and discussed. Furthermore, a communication plan to follow up on the performance measures in accordance with the bi-quarterly reporting due dates and expectations of the MCPs was identified.

The following performance metrics were confirmed with the stakeholders for this project:

1. **Number of Behavioral Health providers.** The baseline for this measure is still being determined by the SBHIP stakeholders as the district contracts with external agencies for majority of their MH/BH providers. Once the current school year has ended in mid-June, the stakeholders will look to revisit obtaining this information from their external partners.
2. **Number of middle school students receiving school-based alcohol and drug (AOD) services.** The baseline for this measure is zero as the district does not currently offer AOD services to their middle school students.



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d. **Establish the closed loop referral process.**

This project and all projects submitted by Contra Costa Health Plan require each district and the COE to have an internal and external closed loop case management referral process in place. This is to ensure students receive their intended BH intervention and will provide the ability to track and monitor referrals and services and move students along the continuum of care appropriately and timely. Ultimately, the goal is to ensure no student falls through the cracks when in need of BH intervention. The work to establish both the internal and external closed loop referral processes for WCCUSD has been completed and the SBHIP stakeholder leads are in agreement. See attached, [WCCUSD Closed Loop Referral Process](#).

The next step is for the SBHIP stakeholder leads at WCCUSD to introduce these processes to their staff with the expectation of adoption at all levels. Training will begin in August prior to the start of school fiscal year (SFY) 2023/24. Training dates will be confirmed after the end of this current school year 2022/23.

e. **Draft SBHIP partner MOU.**

During the initial stakeholder planning meeting on February 1, 2023, CCHP confirmed that they would begin drafting the MOUs for each participating LEA including Contra Costa County Office of Education (CCCOE). In the interim however, as the development of an MOU is an iterative and lengthy process for CCHP, CCHP advised that a Letter of Agreement (LOA) would also be drafted to allow LEAs the opportunity to seek board approval for their SBHIP projects more immediately. CCHP completed and released the LOA to WCCUSD on June 2, 2023. The next step is for LaShante Smith, the SBHIP stakeholder lead to sign and return it to Contra Costa Health Plan.

f. **Create job description for Alcohol and Other Drug (AOD) Counselor position.**

The job description (JD) for the staff required to establish a Substance Use Disorder (SUD) program at WCCUSD middle schools has been drafted. The next step is for LaShante Smith to begin working with Human Resources to formalize the JD and look to post the positions on EdJoin by the end of June 2023. See attached, [Draft of AOD Counselor JD](#).

2. **Identify the current status of the SBHIP targeted intervention:**

On Track

3. **If the project is Not On Track, has SBHIP Technical Assistance been contacted?**

N/A

4. **If the SBHIP targeted intervention is not on track, explain, clearly and in detail, why and identify what actions will be taken to remedy the current course. If the project is on track, write N/A.**

N/A



June 2023

5. ***Have there been any changes in the SBHIP partners based on the Project Plan submission? If changes have been made, describe clearly and in detail, why.***

No, there have not been any changes to the project partners for this Project Plan.

6. ***Have there been any changes to the student population initially identified as recipients of the selected intervention? If changes have been made, describe clearly and in detail, why.***

No, there have been no changes to the student population initially identified as recipients.

7. ***Please identify, clearly and in detail, any current internal SBHIP challenge experienced in connection with this project at this point.***

There have not been any internal SBHIP challenges experienced by WCCUSD in connection with this project.

8. ***Please identify, clearly and in detail, any current external SBHIP challenges experienced in connection with this project at this point.***

There have not been any external SBHIP challenges experienced by WCCUSD in connection with this project.



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1. ***Describe, clearly and in detail, for each selected LEA, the progress made towards implementing the selected intervention during this bi-quarterly segment. Provide documentation evidencing the level of progress reported.***

The Culturally Appropriate and Targeted Populations project plan is currently in the planning phase and will be implemented at John Swett Unified School District (JSUSD), and at West Contra Costa Unified School District (USD). As per the project plan, the following project tasks have been completed by both participating LEAs:

a. Initial stakeholder planning meeting with MCP.

Prior to receiving DHCS' approval for this project plan and the four additional project plans submitted, Contra Costa Health Plan (CCHP) moved ahead with planning on the assumption of approval and conducted a stakeholder planning meeting on February 1, 2023, where the expectations, performance metrics, and next steps of each project plan was discussed. Official approval from DHCS was received on March 14, 2023, and CCHP notified all stakeholders via email on March 16, 2023, with next steps and reminders around expectations. See attached, [SBHIP Approval Email to Stakeholders](#). CCHP plans to meet with each individual SBHIP LEA lead monthly once the implementation of these projects gets off the ground.

b. Arrange individual LEA planning meetings.

After the initial stakeholder planning meeting, an individual meeting was scheduled and conducted with JSUSD stakeholder, Charles Miller, on May 3, 2023. And with WCCUSD stakeholders, LaShante Smith and Martine Blake on May 15, 2023. The planning meeting was an opportunity to provide the stakeholders with information on the BH closed loop referral processes, baseline metrics required for this project and all other projects JSUSD and WCCUSD will be implementing. Additionally, the SBHIP expectations and requirements around data collection for the bi-quarterly reports and outcome report were discussed. Ongoing individual LEA meetings will be scheduled monthly to provide project updates to the MCPs.

c. Data collection requirements and baseline measures.

During the individual planning meetings for JSUSD and WCCUSD, the data collection requirements and baseline measures were reviewed and discussed, and a plan to follow up on the performance measures in accordance with the bi-quarterly reporting due dates and expectations of the MCPs was identified.

The following performance metrics have been confirmed with Charles Miller at JSUSD for this project:

1. **Number of staff trainings.** The baseline measure will be zero as the district does not have Social and Emotional Learning (SEL) programs for staff at their elementary and middle school and doesn't keep track of this data at their high school.
2. **Number of students receiving Behavioral Health (BH) screenings.** The baseline measure will be zero as the district does not currently capture this data.



The following performance metrics have been confirmed with LaShante Smith at WCCUSD for this project:

1. **Number of Behavioral Health providers.** The baseline for this measure is still being determined by the SBHIP stakeholders as the district contracts with external agencies for majority of their MH/BH providers. Once the current school year has ended in mid-June, the stakeholders will look to revisit obtaining this information from their external partners.
2. **Number of middle school students receiving school-based Behavioral Health (BH) services.** The baseline measure is still being obtained as the SBHIP stakeholder leads have had challenges obtaining this information from their school sites due to inconsistencies in capturing this data and also due to lack of responsiveness.

d. Establish the closed loop referral process.

This project and all projects submitted by Contra Costa Health Plan require each district and the COE to have an internal and external closed loop case management referral process in place. This is to ensure students receive their intended BH intervention and will provide the ability to track and monitor referrals and services and move students along the continuum of care appropriately and timely. Ultimately, the goal is to ensure no student falls through the cracks when in need of BH intervention. The work to establish both the internal and external closed loop referral processes for JSUSD and WCCUSD have been completed, reviewed and stakeholders are in agreement. See attached, [JSUSD Closed Loop Referral Process](#) and [WCCUSD Closed Loop Referral Process](#).

The next step is for the SBHIP leads at JSUSD and WCCUSD to introduce these processes to their staff with the expectation of adoption at all levels. Training will begin in August prior to the start of school fiscal year (SFY) 2023/24. Training dates will be confirmed by the end of June 2023.

e. Draft SBHIP partner MOU.

During the initial stakeholder planning meeting on February 1, 2023, CCHP confirmed that they would begin drafting the MOUs for each participating LEA including Contra Costa County Office of Education (CCCOE). In the interim however, as the development of an MOU is an iterative and lengthy process for CCHP, CCHP advised that a Letter of Agreement (LOA) would also be drafted to allow LEAs the opportunity to seek board approval for their SBHIP projects more immediately. CCHP completed and released these LOAs to both JSUSD and WCCUSD on June 2, 2023. The next step is for the LOAs to be signed by the SBHIP stakeholder leads and returned to Contra Costa Health Plan.

f. Create job descriptions for Behavioral Health providers.

This task is specific to only West Contra Costa Unified School District. The job description (JD) for the staff required to establish a culturally appropriate behavioral health program at WCCUSD middle schools has been drafted. The next step is for LaShante Smith to



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begin working with Human Resources to formalize the JD and look to post the positions on EdJoin by the end of June 2023. See attached, [Draft of TRBS Specialist JD](#).

g. Establish external contracts.

This task is specific to only John Swett Unified School District as they are looking to implement Social and Emotional Learning (SEL) programs district wide. Charles Miller has arranged for contracts to be created for the implementation of these programs beginning school fiscal year 2023/24.

h. District leadership status meetings.

This task is only applicable to JSUSD. The SBHIP stakeholder lead at JSUSD, Charles Miller, met with the Curriculum and Instruction department to provide updates on SBHIP and the BH programs they will be implementing to provide culturally appropriate interventions to students. Additionally, this SBHIP project plan has continually remained on the agenda for the district's Coordination of Services Team (COST) meetings. See attached, [District COST Agenda](#).

As Charles is the Superintendent, his intention through these meetings was to ensure his leadership team was aware of the SBHIP projects and expectations and to ensure collaboration and buy in with preparation and planning.

2. Identify the current status of the SBHIP targeted intervention:

On Track for both participating LEAs.

3. If the project is Not On Track, has SBHIP Technical Assistance been contacted?

N/A

4. If the SBHIP targeted intervention is not on track, explain, clearly and in detail, why and identify what actions will be taken to remedy the current course. If the project is on track, write N/A.

N/A

5. Have there been any changes in the SBHIP partners based on the Project Plan submission? If changes have been made, describe clearly and in detail, why.

No there have been no changes to the SBHIP partners based on the Project Plan submission.

6. Have there been any changes to the student population initially identified as recipients of the selected intervention? If changes have been made, describe clearly and in detail, why.

No, there have been no changes to the student population initially identified as recipients.



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- 7. Please identify, clearly and in detail, any current internal SBHIP challenge experienced in connection with this project at this point.***

There have not been any internal SBHIP challenges experienced by any of the participating LEAs in connection with this project.

- 8. Please identify, clearly and in detail, any current external SBHIP challenges experienced in connection with this project at this point.***

There have not been any external SBHIP challenges experienced by any of the participating LEAs in connection with this project



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1. ***Describe, clearly and in detail, for each selected LEA, the progress made towards implementing the selected intervention during this bi-quarterly segment. Provide documentation evidencing the level of progress reported.***

The Behavioral Health and Wellness (BHW) Programs project plan is currently in the planning phase and is being implemented at Antioch Unified School District (AUDS), John Swett Unified School District (JSUSD), and Pittsburg Unified School District (PUSD). As per the project plan, the following project tasks have been completed by all three participating LEAs:

a. Initial stakeholder planning meeting with MCP.

Prior to receiving DHCS' approval for this project plan and the four additional project plans submitted, Contra Costa Health Plan (CCHP) moved ahead with planning on the assumption of approval and conducted a stakeholder planning meeting on February 1, 2023, where the expectations, performance metrics, and next steps of each project plan was discussed. Official approval from DHCS was received on March 14, 2023, and CCHP notified all stakeholders via email on March 16, 2023, with next steps and reminders around expectations. See attached, [SBHIP Approval Email to Stakeholders](#). CCHP plans to meet with each individual SBHIP LEA lead monthly once the implementation of these projects gets off the ground.

b. Arrange planning meetings with each individual LEA

After the initial stakeholder planning meeting, an individual meeting was scheduled and conducted with each individual participating LEA. The purpose of this meeting was to discuss the closed loop referral processes, provided communication around data collection and bi-quarterly reporting requirements, baseline metrics, and to discuss the onboarding plan to ensure each participating LEA is set up appropriately with the Electronic Health Record system for their BHW Programs for the 2023/24 school year. These meetings were held as follows:

- Antioch Unified School District (AUDS) stakeholders, Scott Bergerhouse and Jennifer Lynn-Whaley, met on March 30, 2023
- Pittsburg Unified School District (PUSD) stakeholder, Tracey Catalde, met on March 21, 2023
- John Swett Unified School District (JSUSD) stakeholder, Charles Miller, met on May 3, 2023

Ongoing individual meetings with each LEA will be scheduled monthly to provide project updates to the MCPs.

c. Data collection requirements and baseline measures.

During the individual planning meetings for each district and COE as per 1b., the data collection requirements and baseline measures were reviewed and discussed, and the project lead identified a plan to follow up on the performance measures in accordance with the bi-quarterly reporting due dates and expectations of the MCPs.



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The following performance metrics were confirmed with the stakeholders and are applicable to all three participating LEAs for this project:

1. **Number of Behavioral Health providers.** The baseline measures for the participating LEAs are as follows:

- a. AUSD 17
- b. JSUSD 13
- c. PUSD 10

2. **Number of students receiving school-based Behavioral Health (BH) services.** The baseline measure for AUSD is being gathered as the district awaits the end of the school year to collect the annual data. As for JSUSD and PUSD, the baselines will be zero as the JSUSD does not formally capture this data and PUSD does not currently have school based BH services for their elementary sites.

d. Establish the closed loop referral process.

This project and all projects submitted by Contra Costa Health Plan require each district and the COE to have an internal and external closed loop case management referral process in place. This is to ensure students receive their intended BH intervention and will provide the ability to track and monitor referrals and services, and move students along the continuum of care appropriately and timely. Ultimately, the goal is to ensure no student falls through the cracks when in need of BH intervention. The work to establish both the internal and external closed loop referral processes have been completed and all participating LEAs have reviewed their processes and are in agreement. See attached samples of some of the referral processes. [JSUSD Closed Loop Referral Process](#) and [PUSD Closed Loop Referral Process](#).

The next step is for the SBHIP leads at each participating district to introduce these processes to their staff with the expectation of adoption at all levels. Training will begin in August prior to the start of school fiscal year (SFY) 2023/24.

e. Draft SBHIP partner MOU.

During the initial stakeholder planning meeting on February 1, 2023, CCHP confirmed that they would begin drafting the MOUs for each participating LEA including Contra Costa County Office of Education (CCCOE). In the interim however, as the development of an MOU is an iterative and lengthy process for CCHP, CCHP advised that a Letter of Agreement (LOA) would also be drafted to allow LEAs the opportunity to seek board approval for their SBHIP projects more immediately. CCHP completed and released these LOAs to each participating LEA on June 2, 2023, and on June 5, 2023 for Contra Costa COE. The next step is for the LOAs to be signed by the SBHIP stakeholder at each participating LEA and returned to Contra Costa Health Plan.

f. Receive board approval for SBHIP project proposals.

In order to implement new programs and hire new staff, LEAs must follow a board approval process which entails providing detailed information about where and how



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funding will be acquired. The participating LEAs will be seeking board approval as follows:

- i. PUSD is scheduled to bring forth their LOA for approval on June 14.
- ii. AUSD is scheduled to bring forth the LOA and their contracts for approval to their board on June 22.
- iii. On June 7th, JSUSD presented their LOA for approval and discussed the SBHIP project plans in further detail during their LCAP meeting.

g. Create job descriptions for required staff.

Each of the participating LEAs implementing this project have created job descriptions (JDs) for the staff required to build upon or expand their school behavioral health programs. Additional details for each participating LEA are as follows:

- i. PUSD has created a job description for Behavioral Health Specialists (BHS). See attached JD, [Behavioral Health Specialist](#).
- ii. As AUSD is expanding on an existing BH program, they are worked with their contracted external agency to create job descriptions that fit their needs for additional Mental Health Specialists. See attached, [Mental Health Specialist JD](#).
- iii. JSUSD is currently working with a community-based organization to provide school based BH services to their students. As such, they are working in collaboration to expand their BH programs and have created job descriptions for Mental Health Therapists that will fit their needs. See attached, [JD for School-Based Mental Health Therapist](#).

h. Complete process for posting and hiring of positions.

- i. Since PUSD created a JD for the Behavioral Health Specialist, the SBHIP Stakeholder lead at PUSD, Tracy Catalde has met with HR to begin the process of posting the positions on EdJoin. The postings will officially go live after the district's board meeting on June 14 at which time, Tracy is looking to hire four BHS positions to serve their elementary schools by the end of July 2023.
- ii. For AUSD, as they are partnering with the external agency Wellness Together, they have hired three Mental Health Specialists to date and are actively searching for one additional provider to hire by the end of July 2023.
- iii. For JSUSD, they have not begun posting their positions, however, they are actively working with the CBO, Bay Area Community Resources to begin that process.

All three LEAs hope to hire providers before the end of July 2023 in order to train and complete onboarding prior to the start of the 2023/24 school year.

District leadership status meetings.

- i. The SBHIP stakeholder leads at AUSD met with their department leads to provide an update on the SBHIP project and expansion of their BH



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- programs. They also reviewed the behavioral health needs of the eight elementary sites without robust behavioral health programs and made determinations regarding which site should be staffed the soonest. These meetings have allowed AUSD to move quickly in preparation for implementation and onboarding to begin school fiscal year 2023/24.
- ii. The SBHIP stakeholder lead at JSUSD, Charles Miller, met with the Curriculum and Instruction department to provide updates on SBHIP and the BH programs they will be implementing. Additionally, this SBHIP project plan has continually remained on the agenda for the district's Coordination of Services Team (COST) meetings. See attached, [District COST Agenda](#). As Charles is the Superintendent, his intention through these meetings was to ensure his leadership team was aware of the SBHIP project and expectations and to ensure collaboration and buy in.
 - iii. As for PUSD, the SBHIP stakeholder lead, Tracy Catalde met with the Superintendent of schools to provide an update on SBHIP and that the plan to establish a behavioral health program at their elementary schools will be moving forward. Additionally, Tracy met with the Educational Services Department to update them as well and begin the hiring process.

Through these leadership status meetings, AUSD, JSUSD and PUSD have solicited interdepartmental collaboration and ensured external stakeholders buy in which is important to the success of these BH programs.

2. Identify the current status of the SBHIP targeted intervention:

On Track for all three participating LEAs

3. If the project is Not On Track, has SBHIP Technical Assistance been contacted?

N/A

4. If the SBHIP targeted intervention is not on track, explain, clearly and in detail, why and identify what actions will be taken to remedy the current course. If the project is on track, write N/A.

N/A

5. Have there been any changes in the SBHIP partners based on the Project Plan submission? If changes have been made, describe clearly and in detail, why.

No there have been no changes to the SBHIP partners based on the Project Plan submission.

6. Have there been any changes to the student population initially identified as recipients of the selected intervention? If changes have been made, describe clearly and in detail, why.



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No, there have been no changes to the student population initially identified as recipients.

- 7. Please identify, clearly and in detail, any current internal SBHIP challenge experienced in connection with this project at this point.***

There have not been any internal SBHIP challenges experienced by any of the participating LEAs in connection with this project.

- 8. Please identify, clearly and in detail, any current external SBHIP challenges experienced in connection with this project at this point.***

There have not been any external SBHIP challenges experienced by any of the participating LEAs in connection with this project



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1. ***Describe, clearly and in detail, for each selected LEA, the progress made towards implementing the selected intervention during this bi-quarterly segment. Provide documentation evidencing the level of progress reported.***

The Care Teams project plan is currently in the planning phase and will be implemented at John Swett Unified School District (JSUSD), and at Antioch Unified School District (AUSD). As per the project plan, the following project tasks have been completed by both participating LEAs:

a. Initial stakeholder planning meeting with MCP.

Prior to receiving DHCS' approval for this project plan and the four additional project plans submitted, Contra Costa Health Plan (CCHP) moved ahead with planning on the assumption of approval and conducted a stakeholder planning meeting on February 1, 2023, where the expectations, performance metrics, and next steps of each project plan was discussed. Official approval from DHCS was received on March 14, 2023, and CCHP notified all stakeholders via email on March 16, 2023, with next steps and reminders around expectations. See attached, [SBHIP Approval Email to Stakeholders](#). CCHP plans to meet with each individual SBHIP LEA lead monthly once the implementation of these projects gets off the ground.

b. Arrange individual LEA planning meetings.

After the initial stakeholder planning meeting, an individual meeting was scheduled and conducted with AUSD stakeholders, Scott Bergerhouse and Jennifer Lynn-Whaley, on March 30, 2023 and on May 3, 2023 with JSUSD stakeholder, Charles Miller. The planning meeting was an opportunity to provide the stakeholders with information on the BH closed loop referral processes, baseline metrics required for this project and all other projects JSUSD and AUSD will be implementing. Additionally, the SBHIP expectations and requirements around data collection for the bi-quarterly reports and outcome report were discussed. Ongoing individual LEA meetings will be scheduled monthly to provide project updates to the MCPs.

c. Data collection requirements and baseline measures.

During the individual planning meetings for JSUSD and AUSD, the data collection requirements and baseline measures were reviewed and discussed, and a plan to follow up on the performance measures in accordance with the bi-quarterly reporting due dates and expectations of the MCPs was identified.

The following performance metrics have been confirmed with the SBHIP stakeholder leads at both districts for this project:

1. **Number of students referred for behavioral health (BH) services.** The baseline measure will be zero for both districts as both districts do not accurately capture this data, especially for external BH referrals.
2. **Number of closed loop referrals.** The baseline measure for both districts will be zero as both districts have not been able to provide case management to follow a closed loop case management referral process due to the limited bandwidth of their care teams.



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d. Establish the closed loop referral process.

This project and all projects submitted by Contra Costa Health Plan require each district and the COE to have an internal and external closed loop case management referral process in place. This is to ensure students receive their intended BH intervention and will provide the ability to track and monitor referrals and services and move students along the continuum of care appropriately and timely. Ultimately, the goal is to ensure no student falls through the cracks when in need of BH intervention. The work to establish both the internal and external closed loop referral processes for JSUSD and AUSD have been completed, reviewed and stakeholders are in agreement. See attached, [JSUSD Closed Loop Referral Process](#) as AUSD and JSUSD's processes are similar.

The next step is for the SBHIP leads at JSUSD and AUSD to introduce these processes to their staff with the expectation of adoption at all levels. Training will begin in August prior to the start of school fiscal year (SFY) 2023/24. Training dates will be confirmed by the end of June 2023.

e. Draft SBHIP partner MOU.

During the initial stakeholder planning meeting on February 1, 2023, CCHP confirmed that they would begin drafting the MOUs for each participating LEA including Contra Costa County Office of Education (CCCOE). In the interim however, as the development of an MOU is an iterative and lengthy process for CCHP, CCHP advised that a Letter of Agreement (LOA) would also be drafted to allow LEAs the opportunity to seek board approval for their SBHIP projects more immediately. CCHP completed and released these LOAs to both JSUSD and AUSD on June 2, 2023. The next step is for the LOAs to be signed by the SBHIP stakeholder leads and returned to Contra Costa Health Plan.

f. Create job descriptions for Behavioral Health providers.

The job descriptions (JDs) for the staff required to help increase the existing capacity of JSUSD and AUSD's care teams have been completed. AUSD is currently partnering with an external BH agency to hire, and the agency has posted the position in hopes to hire a candidate by end of July 2023. See attached, [JD for District Crisis Intervention Specialist](#).

As for JSUSD, they are currently working with a community-based organization to hire for positions that will allow them to expand their care team capacity. These jobs have not yet been posted but the goal is to do so by the end of June 2023. See attached, [JD for Health and Wellness Center Manager](#).

g. District leadership status meetings.

- i. The SBHIP stakeholder leads at AUSD met with their department leads to provide an update on the SBHIP project and expansion of their Care Team. These meetings have allowed AUSD to move quickly in preparation for implementation and onboarding to begin school fiscal year 2023/24.
- ii. The SBHIP stakeholder lead at JSUSD, Charles Miller, met with the Curriculum and Instruction department to provide updates on SBHIP



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and the BH programs they will be implementing. Additionally, this SBHIP project plan has continually remained on the agenda for the district Coordination of Services Team (COST) meetings. See attached, [District COST Agenda](#). As Charles is the Superintendent, his intention through these meetings was to ensure his leadership team was aware of the SBHIP project and expectations and to ensure collaboration and buy in.

2. **Identify the current status of the SBHIP targeted intervention:**

On Track for both participating LEAs.

3. **If the project is Not On Track, has SBHIP Technical Assistance been contacted?**

N/A

4. **If the SBHIP targeted intervention is not on track, explain, clearly and in detail, why and identify what actions will be taken to remedy the current course. If the project is on track, write N/A.**

N/A

5. **Have there been any changes in the SBHIP partners based on the Project Plan submission? If changes have been made, describe clearly and in detail, why.**

No there have been no changes to the SBHIP partners based on the Project Plan submission.

6. **Have there been any changes to the student population initially identified as recipients of the selected intervention? If changes have been made, describe clearly and in detail, why.**

No, there have been no changes to the student population initially identified as recipients.

7. **Please identify, clearly and in detail, any current internal SBHIP challenge experienced in connection with this project at this point.**

There have not been any internal SBHIP challenges experienced by any of the participating LEAs in connection with this project.

8. **Please identify, clearly and in detail, any current external SBHIP challenges experienced in connection with this project at this point.**

There have not been any external SBHIP challenges experienced by any of the participating LEAs in connection with this project